



Utility Deposit

Three (3) business days are required for processing of all the applications. To establish services, a completed Utility Service Application form is required along with a non-refundable \$60.00 activation fee and a \$200.00 deposit. The deposit may be waived if a Letter of Credit is received from another utility showing no late payments or delinquencies for a 12 month period within the last 18 months. Any deposit retained will be applied towards the final bill. Any unused portion of the deposit once account is closed will be refunded. **Same day** turn on service is available for an additional \$50 non-refundable fee if requested by 3PM.

Notice to Renters: A copy of your signed rental agreement is required prior to service activation. Rental agreement must include the name, address and phone number of the owner or property manager.

Notice to Owners: the title company name and escrow number is required.

Utility Bills

Monthly utility bills include base fees, usage charges for water and sewer and sanitation services. Payment methods include Sure Pay (which automatically debits the customer's bank account). Debit and credit card payments can be made over the phone at no additional cost, or credit card payments can be made online through our bill pay system called Click2Gov. Visit www.goodyearaz.gov to register, once you have received your first bill. GO GREEN, GO PAPERLESS, GO EBILL. Register at <http://www.goodyearaz.gov/ebill> to receive your bill via email instead of a paper bill in the mail.

Delinquent Charges

A 1.5% penalty is assessed on any balance not received in the Finance Office by the due date of the bill. Any past due balance brought forward is payable immediately and subject to service termination. A Notice of Disconnect will be sent and an \$18.00 Disconnect Fee is immediately assessed. Payment must be in the form of cash, money order, or debit/credit cards - **checks will not be accepted for delinquent accounts**. If payment is not received by the date set forth in the Disconnect letter, service will be disconnected. **In order to restore service, the bill must be paid in full along with a \$50.00 (Cash or Credit Card) service/reconnect fee for next business day activation or \$100 (Cash or Credit Card) service/reconnect fee for same day activation.**

Water

Residential water charges are based on consumption using the tiered rate structure below. The City offers information regarding water conservation upon request. See all rates information at [SERVICE RATES](#).

Residential water rates are:

Base Fee (3/4 inch meter)		\$12.70
Tier 1 - 0 to 6,000 gallons	(per thousand)	\$1.47
Tier 2 - 6,001 to 12,000 gallons	(per thousand)	\$2.93
Tier 3 - 12,001 to 30,000 gallons	(per thousand)	\$4.40
Tier 4 - over 30,000 gallons	(per thousand)	\$7.06

* SLSTX - Sales tax of 9.80% is added to all water sales

** STTAX - State imposed surcharge on water consumption at a rate of .0065 x 1,000 gallons

***CAP (Central Arizona Project) Fee: To Comply with State Laws, city purchases Colorado River water that is recharged into the aquifer to replace pumped groundwater. See information at [CAP INFO](#).

Sewer

Sewer charges are calculated annually by averaging the amount of water used in January, February and March (Winter Quarter Average). If there is unusual water usage during the three-month calculation period, such as a winter lawn, filling a pool, or leaks you can appeal your winter quarter average (WQA). The appeal process is open from June 1st through August 31st. To request an appeal form, please visit www.goodyearaz.gov (link active from June 1st to August 31st ONLY) or call 623-882-7887 to have the form mailed to you. Please Note: Supporting documentation may be requested and information will be verified.

Residential sewer rates are:

Base Fee		\$21.75
Per 1,000 gallons	(calculated average winter water usage)	\$5.95